

To: Capital Metro Board of Directors

From: Sharmila Mukherjee, AICP, Executive Vice-President, Planning & Development

Date: October 17, 2022

Subject: Update to Service Standards and Guidelines

The following provides an overview of the Planning Department's ongoing effort to update CapMetro's Service Standards and Guidelines. This memo includes project goals, timeline, and upcoming public engagement opportunities.

Project Background

The Service Standards and Guidelines provide guidance for service monitoring and all service-related planning processes. As a highly public facing document, the Service Standards and Guidelines offers a high-level of transparency and clarity. The document provides information about how and why CapMetro makes changes to service, places bus stops, distributes stop amenities, and complies with federal regulations like Title VI requirements.

Every five years, standards and guidelines are updated to ensure they are current and align with the agency's strategic goals and service levels. The guidelines were last updated and adopted in 2015, though the 2020 update was delayed due to the COVID-19 pandemic. In June 2022, Capital Metro engaged a consultant, Nelson and Nygaard and Associates, to assist with updating the Service Standards and Guidelines.

Project Goals

- **Review Existing Processes and Standards:** The updated standards and guidelines will contain well-documented, up-to-date planning processes, providing a central location that multiple departments can refer to for guidance. The project team is currently conducting staff interviews to better understand each key factor that impacts planning decisions.
- **Modernize Planning Processes and Standards:** The updates will be centered on industry best practices. The project team is currently developing a review of other peer agencies and their service planning and design standards including any performance measures used to assess effectiveness. Peer review will also review how these agencies communicate to the public; and implement service changes.
- **Provide Clear and Engaging Public-Facing Content:** The documents will be informative, easy to understand and in a format that can be easily distributed to the public. It will also provide answers to frequently asked questions.

Upcoming Engagement

CapMetro will be conducting initial community engagement in October 2022 to both inform the public and actively solicit input on service planning processes. We anticipate conducting eight focus groups, presenting to the appropriate advisory committees and local commissions, additional stakeholder

meetings (including a work session with the Board) and promoting a public survey. Specifically, the engagement activities include:

- Community Satisfaction Advisory Committee (CSAC) Meeting Fall 2022
- Access Advisory Committee Meeting Fall 2022
- Public Safety Advisory Committee (PSAC) Fall 2022
- ADAPT Meeting Fall 2022
- Project Connect Community Advisory Committee (CAC) Fall 2022
- Other Commission Meetings Fall 2022
- Compensated Focus Group Meetings Fall 2022
- Public Survey Fall 2022
- Workshops with Staff in Multiple Departments Fall 2022
- Workshop with Board of Directors Winter 2023
- Board Presentation of Final Draft Service Standards and Guidelines Spring 2023

The processes and performance measures outlined in the service standards and guidelines will be used for the development and evaluation of each following service change until the next update, so feedback from the public and members of the Board is crucial to the success of this update. Following the public engagement processes, the public (and Board) will be provided time to review the draft update in Winter 2023 prior to a request for board approval.

Staff anticipates final board action to adopt the updated Service Standards and Guidelines in Spring 2023.

Project Timeline

	2022						2023		
Tasks	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Engagement									
Case Studies									
Standards and Guidelines									
Final Documents									

This is an informational update; request for Board approval is anticipated in Spring 2023.